Eclipse the competition...

At Rapid Response we're not content to just be ahead of the pack; we're all about staying far out in front.

Our innovation, dedication, and drive to extend the limits keep us ahead of the industry--and keep our partners in success--our dealers--ahead of their competition. We do this by concentrating our resources on continuously providing you with the most innovative, next-generation technologies paired with the people-support and expertise to give your business a competitive edge.

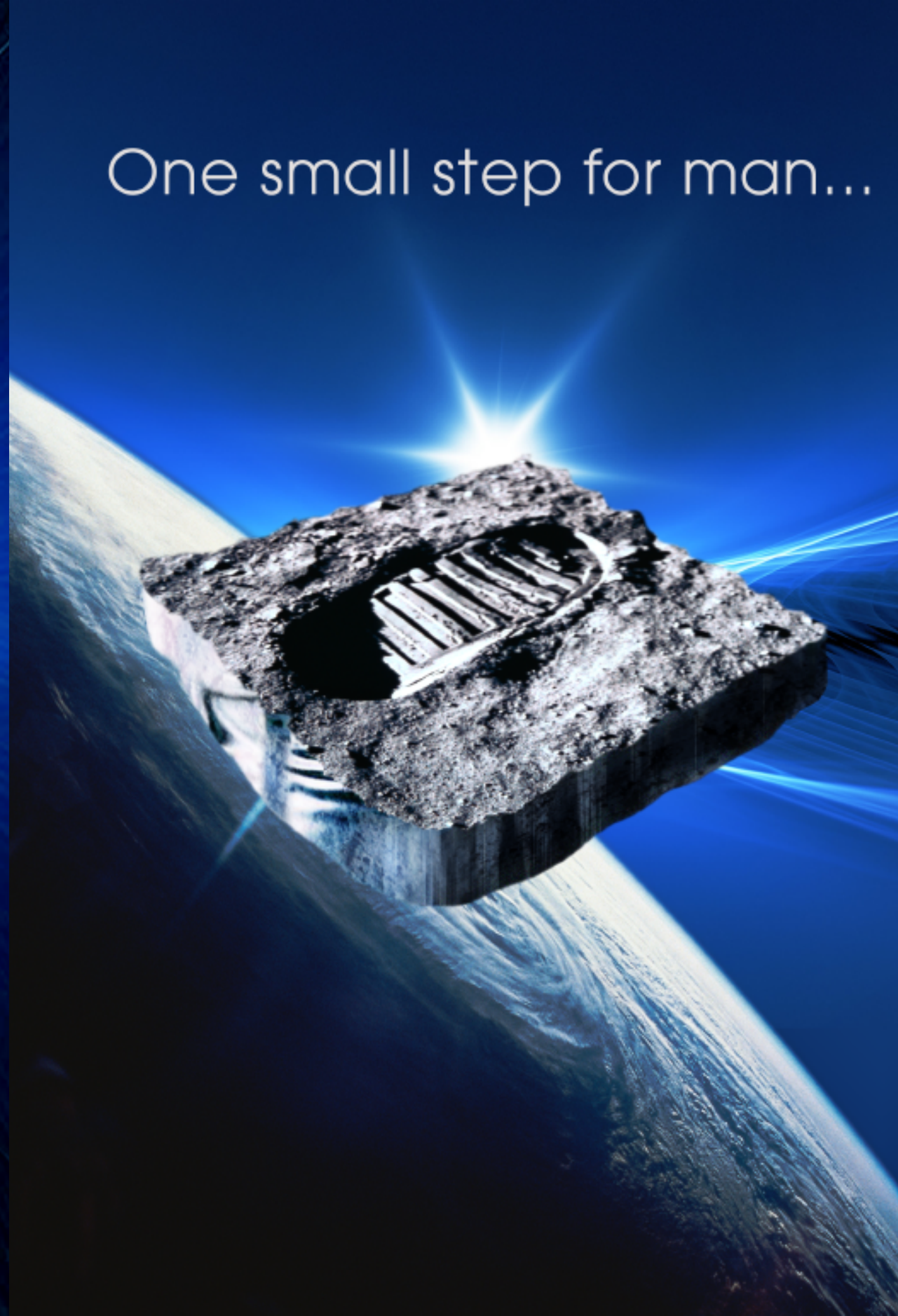
Experience the difference that our synergy of great people, great training and great technology can make. Call us today at 1-800-558-7767 and secure your rightful place in the future. In this climate, just maintaining what you have is not good enough...

It's here today!

RAPID response

www.rrms.com
800.558.7767

One small step for man...



Since its formation in 1992, Rapid Response has evolved from a startup company into a leading provider of monitoring services for the security industry. We've accomplished this through a singular devotion to our dealer's success.

From our 40,000 square-foot facility that re-defines the concept of state-of-the-art, our meticulously trained control center specialists provide customer service and expert support to virtually ensure the success of your security business.

Offering you tomorrow's generation of monitoring technology today, Rapid Response is a quantum leap ahead of all other monitoring centers in the industry. Every aspect of our technology, infrastructure and operations are multi-redundant and work flawlessly to assure error-free, uninterrupted service. At Rapid Response, communications never stop.

Put your business on the fast track to the future with our technology of tomorrow, today. Your search for the 21st century monitoring center is over...

One giant leap for Monitoring!

NEXT-GENERATION VIDEO MONITORING

Our next-generation video monitoring enables you to offer customers complete remote capability to monitor their home or business on their own computer or mobile device-- including I-Phone, Blackberry Storm, and Palm Pre! Utilizing OzVision and SRV video technology, state-of-the-art video is transmitted live from anywhere and sent anywhere at sustained frame rates with unmatched clarity, control, and recording capabilities. Offer the future to your customers NOW!

MULTI-LEVEL SECURITY

Our unprecedented 40,000 square-foot facility is protected by 24/7 video surveillance integrated into three digital video recorders, exterior and interior biometric access controls, hyperlinked alarms and motion detectors. Custom designed and maintained to exceed all industry standards, it's the most advanced monitoring center on the planet!

COMPUTER NETWORK REDUNDANCY

No interruptions; continuous communications! Our multi-layered alarm processing redundancy is built on a full gigabit fiber optic backbone. Workstations communicate via Cisco 2950 series hubs with redundant fiber optic links connected to two Cisco Catalyst 6509 core switches with a duplicated processor and power options package. Eight IBM 6H1 AIX servers with dual gigabit network cards and dual power supplies maintain real-time RAID 10 lockstep mirroring. Eight IBM E-servers (P-series 6H1 models) minimize the main servers' non-crtitical task loads. Two servers continually update data at the application level for quadruple redundancy.

NETWORK & CRYPTO SERVER

Our advanced network security systems are right out of tomorrow. Dual Proventia Network Multi-Function Security Firewalls are impregnable. Redundant Blue Ridge crypto servers—used by the U.S. government worldwide to guard ultra-sensitive information—create a VPN "cryptographic tunnel" for external remote access affording you the most advanced level decryption in the world. Nothing compromises our network!

WE EVEN BACK UP OUR BACKUP GENERATOR

The next generation of reliability is here with our Caterpillar future-designed generator system. Dual digitally controlled, fully-monitored 600kw diesel generators have independent 1200 gallon fuel tanks and seamless switching that makes interruptions a thing of the past. Dual Liebert 150kVA Uninterruptible Power Supplies add further backup. Each is independently capable of supporting the full critical load of the building.

TRIPLE, YES, TRIPLE TELECOM BACKUP

We are connected to three national providers: Verizon, PAETEC and Sprint, plus two local providers: Level 3 and Verizon. Multi T-3 circuits from each telecom provider enter the building via fiber optic Synchronous Optical Network (SONET) architecture—TELCOVE's two T-3's in the front and two in back. And we go beyond dual backup; Verizon independently enters with two T-3's! What this means to you: Rapid's T-3's offer advanced mission-critical reliability with triple backup!

CONTINUOUS TRAINING AND DEVELOPMENT

At Rapid Response, our control center specialists become your partners in success. We require a 2-year college degree or two years of military service with technological experience of all prospective hires, and our intensive six-week SIA-Certified training program is the most stringent in the industry. On-going training, monthly meetings to review policies and procedures, and continuing education in technological advances keep our people in the know and at your service.

TECHNOLOGY CUSTOMIZED TO YOUR NEEDS

WWe've tamed the future and brought it to you in customized programs and services.Rapid Response's applications are the benchmark of the industry, and new ones are constantly being developed. Our remote software also includes a state-of-the-art business management package that we tailor to your specific needs. Our exclusive RapidLink Dealer Access package is your in-hand monitoring center that interfaces with your PC or laptop and with the newest of mobile devices including Blackberry Storm and Palm Pre. Our business is keeping your business ahead of the competition.

TOMORROW'S TELE-COMMUNICATIONS TODAY

Rapid Response's Avaya Definity G3R Version 11 Communication Switch with critical reliability option has dual processors and redundant fiber optic links between carriers. Taking reliability to new levels, it keeps working even if other major components fail! The system's primary power source is DC, backed up by two Uninterruptible Power Supplies and dual generators. At Rapid, calls get through no matter what. Our beyond-state-of-the art technology means uninterrupted service.

GPS TRACKING SYSTEMS

Take the quantum leap in mobile monitoring! Our unparalleled Contigo GPS technology turns your static monitoring system into the most advanced mobile tracking service in the world. Combining cutting-edge GPS technology with wireless communications and a Web-based interface, the system offers your customers the ability to track, monitor and keep-on-track their mobile units and personnel in real time, any time, 24/7. Position yourself ahead of the competition!